

The NPS Common Learning Portal (CLP)

SUCCESS STORY

Improving Audience-Centered Programs with the CLP

The Challenge

For the Audience Centered Interpretation (ACI) group at San Francisco Maritime National Historical Park to develop audience centered programs and products, they need easy access to an array of quality resources to fuel discussions and creativity.

Solution

Docent Coordinator, Lou Salas Sian, has turned to the CLP for feedback from her peers and subject matter experts when preparing for the monthly ACI meetings. When asking her peers for additional resources, she collaborated with a docent to video record his program and posted it for him on the CLP. In response, she received peer feedback and suggestions for how to improve the program.

In addition to sharing links to these resources, her peers provided answers to her more nuanced questions about how to share information with volunteers and others who may not have access to protected information behind the NPS firewall.

Outcomes

Not only has Lou benefitted from resources shared in the CLP, she has also benefitted from a peer feedback community and access to experts who can answer her questions about those resources. Lou now has access to a collaborative community, plus the rich content and conversations they produced are available 24/7. The CLP connects interpreters across the nation in their mutual effort to achieve the interpretation profession's competencies and standards.

In addition to benefitting from the CLP, Lou has contributed learning materials to it. Lou posted Docent Steve Johnson's video of his ship caulking demonstration, a highly successful program on the Hyde Street Pier. The Peer Collaborators Interpretation and Education group responded to his video with positive, provisional, specific, and quality feedback which encouraged Steve to make his program even more audience centered.

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Background Info

Lou Salas Sian serves as the docent coordinator at San Francisco Maritime NHP. To meet her goal of creating audience centered programs and products for NPS, she brings together docents and staff on a monthly basis to practice and discuss relevant techniques. These Audience Centered Interpretation (ACI) meetings have become a hub for collaboration, bringing together docents and staff to discuss, connect, and work together towards a common goal.

"[The CLP gives docents and staff the opportunity to work] collaboratively on a national level. It's great to be connected with others in our park and the NPS system."



Lou Salas Sian
San Francisco Maritime NHS

<https://mylearning.nps.gov>

